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Substitute for form 1449A/PTO		Complete (if Known)	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)		Application Number	
		Filing Date	
		First Named Inventor	Sanjivpalli V. Praveenkumar
		Group Art Unit	
		Examiner Name	
Sheet 1 of /	Attorney Docket No.	CE11527JDP	

U. S. PATENT DOCUMENTS						
Examiner Initials*	Cite No. *	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number	Kind Code* (if known)			
DH	—	6,614,769	B1	ERLICK ET AL.	09-02-2003	
DH	—	6,580,916	B1	WEISSHAAR ET AL.	06-17-2003	
DH	—	6,493,556	B1	Stinson	12-10-2002	
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FOREIGN PATENT DOCUMENTS								
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		Office	Number *	Kind Code* (if known)				
DH	—	EP	1143679	A2	MAES, STEPHEN	10/10/01	—	—
DH	—	WO	00/21249	A1	Motorola, Inc.	4/13/2000	—	—
DH	—	WO	00/21075	A1	IBM	4/13/2000	—	—
DH	—	WO	02/29603	A1	INTEL CORP.	04-11-2002	—	—

Examiner Signature	/Diego Herrera/	Date Considered	06/21/2006
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		Group Art Unit	
		Examiner Name	
Sheet 1 of 1	Attorney Docket No.	CE11527JDP	

OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS			
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DR	—	RouteScience, "Lower Bandwidth Cost", http://www.routescience.com/products/pro_lower.html , 12/11/03	✓
DR	—	Nortel Networks, "Enhanced Contact Center, Self-service solutions" http://www.nortelnetworks.com/corporate/news/topnews/2003a/021203_engaged_business.html , 2pages NO DATE LISTED	✓
DR	—	"Multi-modal Interface Technologies", Paul Dalsgaard, http://www.eu-norddanmark.dk/download/IST%20012%20MultiModal Interfaces , NO DATE LISTED	✓
DR	—	"Device Dependent Modality Selection for User Interfaces-An Empirical Study" by Christian Elting, Jan Swickel and Rainer Malaka, found in International Conference on Intelligent User Interfaces, 2002, NO MONTH LISTED	✓

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